

**Baltimore City Coordinated Access and Assessment  
PMCP Requirements: Creating a Unique Client Identifier (UCI)**

**Overview and Rationale**

The Performance Management and Communications Platform (PMCP) provides the technical capabilities needed for the Coordinated Access and Assessment (CAA) System to share information among multiple parties throughout the City, including MOHS-HSP, System Navigators, Community Matchers, and service and housing providers. The PMCP allows us to store a comprehensive assessment and share general information about each client in our system without exposing Protected Health Information (PHI) and other Personally Identifiable Information (PII) – **see descriptions of what PHI and PI contain below**. The information contained in the PMCP is de-identified, and allows us to facilitate case conferencing and the process of matching clients to vacancies in our system without violating any rules, laws, or statutes governing the protection and sharing of PHI and PI.

The PMCP does not contain any information that would allow any individual or group to identify any individual on any CAA Form or Spreadsheet. No PHI or PI is asked for or maintained on the system. The PHI and PI fields are maintained in a separate, HIPAA-compliant database accessible only to the Community Coordinator and Community Match. For use in the PMCP, a Unique Client Identifier (UCI) will be assigned to each individual client in the PMCP system, so that those persons permitted access to an individual's PHI and PI can match the UCI to a specific individual in the PMCP.

*(Adapted from PMCP Manual © 2013 Community Solutions)*

**What are Protected Health Information (PHI) and Personally Identifiable Information (PII)?**

Protected Health Information (PHI) refers to any information about the health status, provision of health care, or payment for health care that can be linked to a specific individual.

Personally Identifiable Information (PII) is information that can be used to identify a specific person, and can include such information as date of birth, gender, zip code, telephone number, Social Security number, etc.

While both PHI and PII are collected through the CAA process, the information is always de-identified when being added to the PMCP. All PII necessary to associate a PMCP profile with an individual client is always stored separately in a HIPAA compliant database.

*(Summary of the HIPAA Privacy Rule: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/summary/>)*

**Using a Unique Client Identifier (UCI)**

A Unique Client Identifier (UCI) is created at the time of initial Assessment using the Baltimore Decision Assistance Tool (BDAT). The UCI will be used by System Navigators, the Community Coordinator, Community Matchers, and other participating providers that work directly with clients during the housing placement process.

The UCI will not use any PII information as is common in many other databases that utilize such information as client first and last names, date of birth, or social security numbers.

The UCI will be used in the following documents in the PMCP:

- Common Assessment Form (e.g. VI-SPDAT/FVI-SPDAT Screener)
- Match Initiation Forms
- Client Case Conferencing Tool
- Client and Vacancy Matching Tool

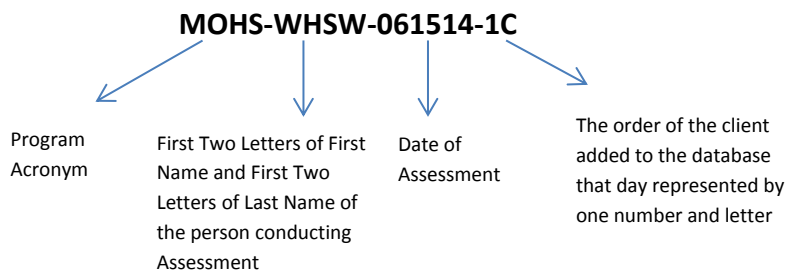
The Community Coordinator and Matchers will be able to link the UCI to a specific client by accessing the separate databases containing the client's personal information to assist System Navigators.

### **Creating a Unique Client Identifier**

At the time of assessment, the person conducting the BDAT is responsible for generating a UCI for the client they are assessing and recording that UCI on the Client Release of Information (ROI) and into the PMCP. Use the following seven step process to create an accurate UCI.

- 1) **First set of digits of the UCI** – Agency Acronym (see Appendix with the list of MOHS-HSP approved Agency Acronyms. If you do not see your Agency listed, please contact Whitney Swander, [whitney.swander@baltimorecity.gov](mailto:whitney.swander@baltimorecity.gov) to generate an official Agency Acronym for your Program.)
- 2) **A Dash (-)**
- 3) **Second set of digits of the UCI** - First Two Letters of the first name of the person inputting the client into the system, followed by the First Two Letters of the last name of the person inputting the client into the system;
- 4) **A Dash (-)**
- 5) **Third set of digits of the UCI** – Date of Assessment - The two-digit month, two-digit-day, and two-digit year that the client is assessed/added to the database;
- 6) **A Dash (-)**
- 7) **Fourth set of digits of the UCI** - the order the client is assessed/added to the database that day by the person conducting assessments as a number and a letter, beginning with 1A, going to 1Z, then going to 2A, to 2Z to 3A and so on.

**As an example**, if Whitney Swander of the Mayor's Office of Human Services (MOHS) entered in her third client of the day into the database on June 15, 2014, the client would obtain the following UCI:



*(Adapted from PMCP Manual © 2013 Community Solutions)*

### **Families and Unique Client Identifiers**

When completing a BDAT assessment for a family, first assign a Unique Client Identifier (UCI) to the Head of Household, and then when collecting the PII for each of the other members of the household during the assessment, you will assign a UCI to each family member. The UCI will be generated using the same seven components listed above for each family member with only the fourth set of digits varying between family members.

As an example, if Gabby Knighton of the Mayor's Office of Human Services (MOHS) entered as her 5<sup>th</sup> household of the day (and after entering in only single adults into the database), a family of one adult and two children, on June 15, 2014, the clients would obtain the following UCIs:

<b>Head of Household:</b>	MOHS-GAKN-061514-1E
<b>Child #1:</b>	MOHS-GAKN-061514-1F
<b>Child #2:</b>	MOHS-GAKN-061514-1G